



THE CITY OF SAN DIEGO
MANAGER'S REPORT

DATE ISSUED: June 14, 2000 REPORT NO: 00-129

ATTENTION: Honorable Mayor and City Council
Docket of June 19, 2000

SUBJECT: Provision of Information Technology (IT) Strategic Planning Consulting Services

SUMMARY

Issue - Should the City enter into an agreement with Gartner Consulting to assist in the development of a five year Information Technology Strategic Plan?

Manager's Recommendation - Direct the City Manager to enter into an agreement with Gartner Consulting to develop a five year Information Technology Strategic Plan which will assess current conditions and provide future direction for a technical and organizational model for the effective delivery of information technology services to enable the City to accomplish its business goals and objectives.

Other Recommendations - None

Fiscal Impact - This is a fixed price contract. As such, the total payment to Gartner Consulting will not exceed \$446,088.

BACKGROUND

In October, 1998, the Select Committee on Government Efficiency and Fiscal Reform recommended to the City Council Rules Committee a series of steps designed to guide the City towards a long term strategy that increases the effectiveness of information technology (IT) to benefit the City and its citizens. In January 1999, the Rules Committee approved the

recommendations, including 1) placing additional City management emphasis on the importance of IT by appointing a Chief Information Officer at the Deputy City Manager level, and 2) formulating and implementing an IT Strategic Plan. One of the first priorities of the City's Chief Information Officer/Deputy City Manager (appointed January, 2000) is to develop an IT Strategic Plan.

DISCUSSION

The approach to be utilized in developing the IT Strategic Plan will be an inclusive, organizational model. This process will include the following groups:

Steering Committee comprised of the Executive Team: the City Manager, Assistant City Manager, (4) Deputy City Managers, Police Chief and Fire Chief.

IT Governance Committee (ITGC) comprised of (15) Department Directors or designees.

Ad hoc Technical Teams including Department Information Systems Analysts, Information Technology and Communications (IT&C) staff, San Diego Data Processing Corporation (SDDPC) staff and others.

IT Stakeholders and other Special Interest Groups Input will be solicited from special interest groups such as Science and Technology Council, SanGIS and ARJIS; and workshops, focus groups and surveys of City users will be held, including the offices of the Mayor and City Council.

It is anticipated that over 300 people will have submitted input into the proposed IT strategic plan at its completion.

Under the direction of the Chief Information Officer, the consultant (Gartner Consulting) will assess and define the current condition of the City's Technical and Organizational IT Infrastructure. The technical component will include collecting and analyzing data on the City's current enterprise-wide and departmental IT projects including electronic government readiness, hardware, software, voice and data networks, applications, data bases, and costs. The organizational analysis will include information on the City's IT organizational structure, roles and responsibilities, staffing levels and skills, hiring practices, training and development plans, key IT policies and procedures, and the current IT governance model.

The consultant firm will also conduct an IT project management assessment process, gather data and develop an assessment of high level business and system requirements, priorities and issues, and provide an overview comparison of the City's current IT environment to industry "best practices." The nine month project will result in a proposed IT Strategic Plan which will focus on the effective delivery of information services to enable the City to accomplish its business goals and objectives. The proposed plan will include an implementation schedule, performance metrics, and estimated costs that will span five years. Upon completion of the proposed plan, those

recommendations involving policy review will be presented to the Mayor and City Council for review and approval.

To select the consultant required to assist the City in developing the IT Strategic Plan, a Request for Proposals (RFP) was issued in March, 2000. The City received proposals from eight firms. After a thorough evaluation process, which included representatives from the IT&C Department, Metro Waste Water Department, Park and Recreation Department, Financial Management Department, Fire and Life Safety Services, and the City Manager's Office, Gartner Consulting was selected. It is expected that the consulting engagement will commence June 26, 2000.

ALTERNATIVES

Do not enter into an agreement with Gartner Consulting for the provision of IT Strategic Planning Consulting Services.

Respectfully submitted,

Dianah L. Neff
Deputy City Manager/Chief Information Officer

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Note: Attachments available for review in the Office of the City Clerk.

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| Attachments: | <ol style="list-style-type: none">1. Consultant Agreement between the City of San Diego and Gartner Consulting, May 26, 20002. Request for Proposal to Provide Information Technology Strategic Planning Consulting Services |
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